- **View a Soldier's Student Record**
  - Enter the Soldier's last name and last four Social Security Number digits in the Student Management section of your homepage.
  - Select the **Personnel** tab to view demographic information.
  - Select the **Educational** tab to:
    › View a Student Agreement/Documented Degree Plan (SA/DDP) for Soldiers whose degrees are fully set-up in GoArmyEd – an agreement between Soldiers and their schools outlining their awarded credits and requirements for degree completion
    › View a Degree Progress Report for Soldiers whose degrees are fully set-up in GoArmyEd – an unofficial tool for Soldiers to track their progress against degree requirements
    › View the TA balance
    › View current and previous course enrollments
    › View hold information
  - Select the **Student Support Summary** tab to view open and closed Helpdesk cases or create a Communications Tracking Summary (a counseling or administrative note).
  - Select the **eFile** tab to view external documents uploaded to a Soldier's account, including the SA/DDP for Soldiers whose degrees are not fully set-up.
  - Select the **"Application Status"** link to view which requirements remain to complete a Soldier's admissions file.
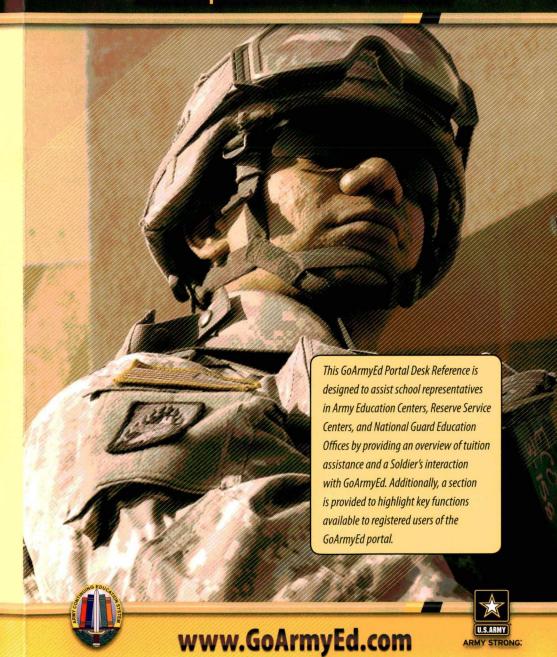
- **View School Resources**
  - Select **"Broadcast Messages"** to send emails to a group of Soldiers attending your school at your specific location. Be sure to check with your school POC to verify if you can utilize the function on behalf of your school.
    Note: Visible only for Letter of Instruction (LOI) schools
  - Select **"Help"** and **"Training"** to access school training modules and reference documents that contain step-by-step instructions for various processes and procedures in GoArmyEd.
  - Select **Help** to view eArmyU and GoArmyEd FAQs and answers.
  - Select **View Reference Documents** and **Course Enrollment Guide** for enrollment steps.
  - Select **Course Schedule** to view your school's current and future classes.
  - Select **Document Repository** to access important messages regarding the GoArmyEd program.
    Note: Visible only for LOI schools

- **Create Helpdesk Case**
  - Select **"Create a Helpdesk Case"** and provide a description of your concern/question.
  - An email confirmation of your request and the resolution will be sent to your preferred email account.
    Note: If a case relates to a specific Soldier, create the case in that Soldier's record

This GoArmyEd Portal Desk Reference is designed to assist school representatives in Army Education Centers, Reserve Service Centers, and National Guard Education Offices by providing an overview of tuition assistance and a Soldier's interaction with GoArmyEd. Additionally, a section is provided to highlight key functions available to registered users of the GoArmyEd portal.

Tuition Assistance (TA) Overview

All TA course requests and drops must take place via the GoArmyEd portal, which is designed to enforce Army policy by allowing or preventing course registration requests.

Annual TA Benefits Include:

The maximum amount paid for tuition assistance is $4,500 per fiscal year (1 October–30 September) up to a maximum of $250 per semester hour OR $166 per quarter hour.

- Soldiers must maintain an Army TA GPA of 2.0 or higher when using TA.
- SOCAD Student Agreements/Documented Degree Plans (SA/DDPs) must be approved before the completion of six semester hours (SH) at the Soldier's preferred school, or nine SH at any school.
- GoArmyEd automatically updates a Soldier's TA balance upon course registration, drop, withdrawal, or rejection.
- Soldiers may be responsible for all or a portion of the cost of the class, which is collected directly by the school.
- Soldiers may be eligible for additional reimbursement from Veterans Affairs (VA) via the Top-Up Form and other VA programs.
- Without a military withdrawal, Soldiers will be recouped automatically for the cost of a class not completed successfully or dropped after the full refund withdrawal period.
- Enrollment opens no earlier than two months prior to the class start date.
- Grades must be submitted no later than 14 days following the class end date.
- Soldiers can take up to 12 concurrent SH before requiring Army Education Counselor or Education Services Specialist (ESS) approval.
- Various holds are placed by the portal to enforce TA policies, which prevent further enrollment. Examples of holds include pending recoupment due to course failure, late grade, Army GPA below 2.0, and late SA/DDP.

School Representative DOs & DON'Ts

- **Do** contact your main campus point of contact for questions regarding how your school interacts with the GoArmyEd portal.
- **Do** provide Soldiers with Army Education Counselor/ESS (Active Army, National Guard or Army Reserve), or school contact information.
- **Do** provide information about your school's policies.
- **Do** work with your local Education Services Officer to coordinate on-post classes.
- **Do** advise Soldiers that all enrollment or drop transactions must be completed in GoArmyEd.
- **Don't** ask for a Soldier's user name or password.

How to Get Help

Contact your main campus point of contact or Army Education Counselor/ESS.

If you are a registered GoArmyEd portal user, contact the Helpdesk:

- CONUS toll-free: 1-800-817-9990
- OCONUS toll-free:
  - Go to www.GoArmyEd.com
  - Select **"Helpdesk"** tab
  - Select **"View OCONUS Helpdesk Numbers"** link
  - Create a Helpdesk case via the GoArmyEd portal

Understanding A Soldier's Progression in GoArmyEd

Getting Started in GoArmyEd

Soldiers should establish a GoArmyEd account. Once established, Soldiers can select the "Request TA" link and complete the following to be activated in GoArmyEd:
- Sign and submit a Tuition Assistance Statement of Understanding (SOU)
- Complete a Common Application
- Contact an Army Education Counselor/ESS for assistance with selecting a preferred school and degree plan, and activating an account

Seeking School Acceptance

Soldiers should take these necessary steps to be accepted by their preferred school:
- Request official transcripts
- Request test scores
- Complete any additional admissions requirements, e.g., essays, exams
- Obtain a Documented Degree Plan (DDP) prior to completing six SH at their preferred schools, or nine SH at any school (although not a requirement for admission); Soldiers pursuing an undergraduate degree at a SOCAD school must have their DDP be a SOCAD Student Agreement (SA)

Note: Army/American Council On Education Registry Transcript System (AARTS) transcripts are sent automatically

School policy dictates whether Soldiers are able to register for their first courses prior to official acceptance.

Enrolling/Taking/Completing a Class

Soldiers MUST register for classes via GoArmyEd and should:
- Assess their availability to take classes
- Identify classes that will advance them toward their approved degrees
- Resolve any holds or recoupments
- Read class details and portal messages that appear during the enrollment process
- Check preferred email accounts for communications
- Refer questions concerning class progress, status, and grades to their instructors
- Ensure grades are submitted to GoArmyEd within 14 days of class end dates

Withdrawing from/Dropping a Course

Drops and withdrawals MUST be processed directly through GoArmyEd. Soldiers should:
- Contact their Army Education Counselor/ESS and class instructors prior to dropping or withdrawing from a class
- Check preferred email for notifications about whether a financial recoupment must be resolved

Completing a Degree

- Students should contact their schools prior to completing their degree to ensure they have met all degree requirements.
- Schools should notify GoArmyEd when a Soldier completes a degree.
- Soldiers should consult their Army Education Counselor/ESS to determine their next educational goals.